

Frequently Asked Questions for Made by Silver (Product FAQ)

Part I: General Product Information

Q: What is MBS (Made by Silver) ?

"Made by Silver" is a dietary supplement designed by experts with scientific knowledge in the field of food science and nutrition. It incorporates nutritional ingredients and natural extracts supported by scientific research, which have been shown to be beneficial for health of consumers who are 50 years old and above (50+ recommended ingredients) or are approaching the age of 50 and have specific nutritional needs.

It is formulated to who caters to the daily activities and helps to simplify the complexity of taking multiple dietary supplements simultaneously to meet their comprehensive nutritional requirements. Furthermore, these nutrients are designed to work synergistically under a specialized process and technology known as BIOSCAPETM MS to promote three fundamental aspects of bodily functions and basic needs:

- Ensuring the body receives sufficient and complete beneficial nutrients.
- Promoting normal digestive system function, regular bowel movements, and optimal absorption of beneficial nutrients.
- Enhancing a quality and restfulness of sleep.

"Made by Silver" offers four different formulas to address the varying nutritional needs based on their unique lifestyles and daily routines.

Please note that individual nutritional requirements may vary depending on lifestyle and daily activities.

Q: How many formulas does MBS have, and what are they?

A: MBS offers a total of 4 formulas designed to support the health of people at age 50+ with different lifestyles, as follows:

- **EXEC Lifestyle:** This formula is developed to provide essential nutrients tailored to the needs of those aged 50 and above who specifically face with busy lifestyles and spend most of their days dealing with work-related stress extensively. It is suitable for managers, professionals, or those who have limited leisure time for relaxation.



- **PARTY Lifestyle** is a formula developed to provide essential nutrients suitable for people at aged 50+ who primarily focuses on having an active social life, enjoy attending parties, and may engage in smoking or regular alcohol consumption. They might encounter issues related to the nutritional value of the food and beverages they consume. Prolonged or excessive alcohol consumption can lead to the accumulation of toxins or free radicals in the body.



- **ACTIVE Lifestyle** is a formula developed to provide essential nutrients suitable for people at age 50+ who focus on enjoying physical exercise or engage in activities that require the body's fitness and readiness for various challenging tasks regularly. These individuals may be at risk of muscle injuries and accidents due to the physical demands placed on their bodies.



- **EASY Lifestyle** is a formula developed to provide essential nutrients suitable for people at age 50+ who have a relaxed and easygoing daily routine. They prioritize relaxation, engage in minimal physical activity, are not enthusiastic about vigorous exercise, and tend to lead a sedentary lifestyle. Prolonged periods of such a lifestyle may increase the risk of various chronic non-communicable diseases.



Q: How do the four MBS products differ from each other?

A: The four MBS formulas have been developed by nutrition and health experts and share three common health-supporting aspects:

- Ensuring the body receives sufficient and complete beneficial nutrients.
- Promoting normal digestive system function, regular bowel movements, and optimal absorption of beneficial nutrients.
- Enhancing a quality and restfulness of sleep.

Each formula includes natural extracts that cater to the specific lifestyles of individuals. Here are the unique characteristics of each formula:

Formula	Nutrition to meet basic needs	Special Natural extracts for different lifestyles.
EASY	<p>All 4 formulas provide essential nutrients that meet the body's basic nutritional needs every day:</p>	<ul style="list-style-type: none"> • Extracts from black pepper and green tea, which contain EGCG, enhance fat burning in the body, lower lipid levels in blood, and improve the immune system's efficiency. • Pine bark extract fights against free radicals and prevent skin cell damage. • Alpha-lipoic acid stimulates the production of glutathione in cells. • Balm extract promotes relaxation, reduces stress, and enhances sleep quality.
ACTIVE	<ul style="list-style-type: none"> • Plant-based proteins provide essential amino acids, aiding muscle strength and development. • Good fats from MCT Oil, along with EPA and DHA, support brain health, reduce inflammation, and boost the immune system. • A variety of vitamins and minerals at 100% of the Recommended Daily Intake (RDI). 	<ul style="list-style-type: none"> • Contains amino acids that help to stimulate building muscle mass. • Undenatured type II collagen (UCII) and extracts from turmeric support joint and bone health while reducing inflammation. • Extracts from blood oranges, unroasted coffee beans, and green tea to boost fat metabolism and lower cholesterol levels.
EXEC	<ul style="list-style-type: none"> • Dietary fiber helps body to absorb sugars and fats to the bloodstream. • Probiotics and prebiotics promote a healthy digestive system and immune system. 	<ul style="list-style-type: none"> • Lutein and Zeaxanthin promote eye health and reduce the risk of age-related macular degeneration. • Ginkgo biloba extract nourishes the brain and inhibits nerve cell degeneration. • Haematococcus Pluvialis Extracts help combat oxidative stress and pollution.

	<ul style="list-style-type: none"> • Natural extracts with antioxidant properties according to anti-aging science. 	<ul style="list-style-type: none"> • Astragalus extract boosts body energy and stimulates the immune system in the body.
PARTY		<ul style="list-style-type: none"> • Broccoli extract helps to stimulate detoxification processes and toxin elimination in the body and delays cell deterioration. • Dandelion extract enhances procedures to remove toxins from the body. • Artichoke extract protects the liver and increases HDL in the blood. • L-glutathione reduces free radicals in the body.

Q: How does the Easy formula help you burn fat? Can it be used as a weight loss supplement?

A: Our product is not intended for weight control, but rather as a dietary supplement. The Easy formula contains black pepper extract, which stimulates fat burning. It also includes green tea extract that aids in fat burning.

Q: What is the texture and taste of the product?

A: The texture is smooth and the taste is mildly sweet with a hint of hazelnut.

Q: What does "natural flavor" mean?

A: It means there are no artificial additives. It is safe for health, unlike synthetic flavors which can be harmful if consumed over a long period.

Q: How can we assess our lifestyle and way of living?

A: Customers can go to the website and take the lifestyle assessment quiz at: <https://healthscape-quiz.major.co.th/quiz>

Q: How can we be sure that the assessment results are accurate?

A: This lifestyle assessment test has been derived from scientific articles published in the Journal Frontier in Medicine in the United States in 2019. It provides a reliable way to assess daily life and various behaviors related to basic health.

Q: Is it possible for one person to have more than one lifestyle pattern?

A: Yes, it is possible because certain lifestyle patterns may have multiple factors that compel us to have more than one lifestyle. From the assessment on the website: <https://healthscape-quiz.major.co.th/quiz>, we can find that there are up to 15 different lifestyle patterns.

Q: Is it dangerous if we choose a formula that doesn't match our lifestyle pattern? How does it affect us?

A: It is not dangerous to consume a formula that doesn't match your lifestyle pattern. However, the benefits you receive may not align with the specific needs of your lifestyle. If you have health problems or chronic conditions that require treatment, it's advisable to consult a doctor before taking any supplements.

Q: What is Bioscape™ MS, and is it dangerous?

A: Bioscape™ MS is a group of important substances developed exclusively by Healthscape researchers and product developers. It is not harmful to health and is beneficial for overall health. Bioscape™ MS includes vitamins, minerals, MCT oil, amino acids, and good fats, which are considered as 50+ recommended ingredients.

BIOSCAPE™ MS* Comprised of	ไบโอสเคป™ เอ็มเอส* ประกอบด้วย	1.6
Calcium amino acid chelate	แคลเซียม อมิโน แอซิด คีเลต	0.8
MCT Oil Powder	เอ็มซีที ออยชนิดผง	0.25
Xylo-oligosaccharides	ไซโลโอลิโกแซคคาไรด์	0.175
Natural Flaxseed Oil Powder (provide Linolenic acid 49 mg, EPA and DHA 4 mg)	น้ำมันเมล็ดแฟลกซ์ธรรมชาติชนิดผง (ให้กรดไลโนเลนิก 49 มก., อีพีเอและดีเอชเอ 4 มก.)	0.1
L-Theanine	แอล-ธีอะนีน	0.1
Sodium Ascorbate (Vitamin C)	โซเดียม แอสคอเบต (วิตามินซี)	0.0674
GABA	กาบ้า	0.05
Vitamin B3	วิตามินบี3	0.02
Vitamin E (500 IU/g)	วิตามินอี (500 ไอยู/ก.)	0.02
Vitamin A	วิตามินเอ	0.00819
Biotin	ไบโอติน	0.0075
Vitamin B5	วิตามินบี5	0.00652
Vitamin B6	วิตามินบี6	0.00243
Vitamin B12	วิตามินบี12	0.002

Cholecalciferol (Vitamin D3)	โคเลคแคลซิเฟอร์อล (วิตามินดี3)	0.002
Vitamin B1	วิตามินบี1	0.0019
Vitamin B2	วิตามินบี2	0.0017
Vitamin K1	วิตามินเค1	0.0016
Folate	โฟเลต	0.00012

Q: What are the "50+ Recommended ingredients"?

A: These are important substances recommended for those aged 50 and above to support overall health. They are a combination of key ingredients under Bioscape™ MS and other nutrients to address the comprehensive health needs of people at age 50 and above. This includes support for the digestive system, sleep, and ensuring daily nutritional requirements are met without the need for additional supplements.

Q: Why is the product named "Made by Silver," and is it made from silver?

A: The product is not made from silver. The name "Made by Silver" is used to denote its preparation for the silver age, which refers to people aged 50 and above. It's designed to cater to the health needs of individuals in this age group who experience distinct physical changes, such as changes in hair color. "Silver age" signifies those who are 50 years old and above and have specific health needs.

Q: Who is the "Made by Silver" product suitable for in terms of age?

A: The product is suitable for people aged 50 and above. However, those younger than 50 can also consume it, but the nutritional requirements may not be as essential as they are for individuals in the silver age who require comprehensive daily care.

Q: Can people under the age of 50 consume the "Made by Silver" product?

A: Yes, they can consume it for basic health maintenance and to prevent potential health issues that may arise before the age of 50.

Q: Can people over 60 years of age consume the "Made by Silver" product?

A: Yes, they can consume it since the product is suitable for those aged 50 and above.

Q: Can people with chronic diseases consume MBS products?

A: It's advisable to consult a doctor or healthcare professional before consuming MBS products if you have chronic diseases, as some nutrients may affect the absorption and efficacy of medications.

Q: What physical conditions should avoid consuming MBS products?

A: Patients with liver disease, kidney disease, high blood pressure, thyroid disorders, tumors or cancer, and phenylketonuria (PKU), or those with severe chronic illnesses requiring medical supervision, should consult a doctor before consumption.

Q: When is the best time to consume MBS?

A: It is recommended to consume MBS after dinner to allow the body to absorb and use the nutrients for repair and health promotion during sleep. This product can also help promote relaxation and improve sleep quality (though it should not replace prescription anxiety or sleep medications as prescribed by a doctor).

Q: Can MBS products be consumed after other meals or before bedtime?

A: Yes, they can be consumed after other meals or before bedtime to allow the body to rest fully and repair itself.

Q: Should MBS products be mixed with warm or cold water?

A: It is recommended to use cold or room temperature water, not hot water, as hot water can cause vitamins, minerals, and essential nutrients to break down, reducing their effectiveness.

Q: How long can you keep MBS products after mixing with water?

A: It is recommended to consume the product after mixing with water within 30 minutes to maintain the effectiveness of vitamins and nutrients fully. If left for an extended period, the product's color may change, sedimentation may occur, and some vitamins may degrade.

Q: How long can unopened MBS products be stored?

A: Unopened products can be stored for up to two years from the manufacturing date. Once the package is opened, it is recommended to consume it within a reasonable timeframe.

Q: How should MBS products be stored?

A: They should be stored at a temperature that is not too high, avoided from sunlight, and away from heat and moisture. Avoid storing the product in the bathroom or kitchen, as it can cause the product to deteriorate.

Q: Can pregnant or breastfeeding women consume MBS?

A: It is not recommended for pregnant or breastfeeding women to consume MBS products. It's advisable to consult a doctor or specialist before doing so.

Q: Can someone with allergies to nuts or eggs consume MBS products?

A: No, they cannot consume MBS products as they contain ingredients from nuts and eggs.

Q: Are there any precautions for someone with food allergies?

A: Due to the presence of ingredients from peanuts and almonds, MBS products are not suitable for someone with nut allergies, as well as those with allergies to eggs, wheat, milk, and sulfites.

Q: How long can MBS products be continuously consumed?

A: The duration of continuous consumption can vary depending on individual needs and health conditions. Additional recommendations should come from a doctor or nutrition specialist who can assess vitamin and mineral levels in the body and provide guidance on proper and safe consumption.

Q: Why is it necessary to take breaks from consuming dietary supplements?

A: Continuous consumption of dietary supplements over an extended period can lead to excessive nutrient intake, potentially affecting the body's ability to synthesize nutrients normally. Taking breaks allows the liver and kidneys to rest and prevents overloading them with excessive nutrients.

Q: Does consuming MBS products have any impact on the liver and kidneys?

A: If customers consume MBS products as recommended and do not exceed the body's needs, it should not have adverse effects on the liver and kidneys. However, if someone has an underlying medical condition or a pre-existing liver or kidney condition, it is advisable to consult a doctor before consumption.

Q: If someone takes MBS, do they need to stop taking other dietary supplements or vitamins they are currently using? Can they take other vitamins along with MBS?

A: MBS provides vitamins and minerals in sufficient quantities for one day, meeting 100% of the Thai Recommended Daily Intake (RDI). This means that it provides the daily requirements for a healthy body without accumulating excessive and potentially harmful amounts. You can choose to discontinue other dietary supplements when taking MBS, or they can continue to take additional supplements if they have specific nutritional needs.

Part II: General details about ordering products

Q: How can customers place orders or inquire about our products and services?

A: Customers can place orders or inquire about the products and services by contacting us through the following channels:

Phone: 02-856-1555

Line@: @healthscape

Website: <http://www.healthscape.co.th/>

Q: What are the steps for ordering products through the website?

A: Customers can order products through the website by following these steps:

Visit the website: <http://www.healthscape.co.th/>

- Select the desired products and add them to the shopping cart.
- Review the items in the cart and specify the quantities.
- Enter the shipping information, including the delivery address.
- Choose the preferred payment method and provide payment details.
- Review the order details to ensure accuracy.
- Confirm the order and make the payment.
- Wait for the products to be delivered.

Q: How is the order confirmed, and how is payment made when ordering through the website?

A: When customers place an order through the website, they will receive an email confirmation with the order number and a summary of the payment details. Payment can be made using various methods, including credit cards, PayPal, bank transfers, or other available payment options.

Q: How is the order confirmed, and how is payment made when ordering through the Line Official Account?

A: Customers can directly confirm their orders and make payments through the Line Official Account by communicating with our customer service representatives.

Q: What should customers do if they ordered through the website but did not receive an email confirmation?

A: If customers have placed an order through the website and have not received an email confirmation, they should check their spam folder in their email inbox. If they still have not received confirmation, they can contact customer service directly at 02-856-1555 or through Line@: @healthscape

Q: Can customers exchange or return products damaged during transportation or in case of allergies?

A: Customers can exchange or return any product that is damaged during transportation or causes allergies. However, the returned product must be in the same condition as when it was received. We will exchange or refund the product under the following conditions:

- The product is damaged and unusable.
- The product is delivered in the wrong formula or color.
- Customers experience allergies from our products.

Please note:

- We accept to exchange products only in cases of product damage or damage during transportation.
- Products returned for exchange must not have been opened or used, except in the case of allergies.
- In the case of allergies, the returned product must have a quantity of less than 80% of the total product.
- If customers have received the product for more than 7 days, we reserve the right to refuse returns.

- Products or documentation not meeting the above conditions are not eligible for return or refund.

Q: How can customers contact you when they need to exchange or return products?

A: When customers need to exchange or return products, please contact us at 02-856-1555 or Line@: @healthscape and provide a callback phone number. Once we receive your request, we will contact you through the provided phone number to proceed with the next steps.

Upon receiving the returned product, we will evaluate and inspect its quality, which may take approximately 7 days from the date we receive the returned product. Once we approve the exchange for a new product, we will deliver it to you within the specified delivery timeframe, and you will receive an email notification that we are processing the exchange for you, along with a new order number.

Q: In case of allergies to MBS products, do you have a refund policy?

A: In the case of allergies to MBS products, we will refund the full amount of the order to the customer. However, this is subject to the following conditions:

- In cases of allergies to the returned product, the returned product must have a quantity of less than 80% of the total product.
- If customers have received the product for more than 7 days, we reserve the right to refuse returns.

Customers should prepare the following documentation for a refund:

- A copy of their ID card.
- A copy of their bank account statement along with a valid signature (the name on the bank account must match the name of the person who placed the order).
- A medical certificate (in the case of allergies caused by MBS products).

Once we review the documentation and approve the refund, we will proceed with the refund to the customer's bank account. This process may take approximately 30-45 days, and we will notify you when the refund has been successfully transferred to your account.

Please note: Products or documentation not meeting the above conditions are not eligible for return or refund.

Q: Do you offer cash-on-delivery (COD) for product delivery?

A: Currently, we do not offer cash-on-delivery (COD) for product delivery. This is because our products have limited quantities, and we want to ensure that they reach customers who genuinely wish to purchase them.

Q: Can customers pay for products using credit cards?

A: Yes, customers can pay for products using credit cards. We will send a link for customers to enter their credit card information through the following steps:

- Choose the payment method: Customers select the type of credit card they wish to use for payment.
- Enter credit card information: Customers enter their credit card details, including the card number, expiration date, and CVV code located on the back of the card.
- Verify the information: The system verifies the credit card information for accuracy and sufficient funds in the account.
- Approval and payment: If the information is correct, and the customer's credit card is approved, the system will process the payment from the credit card and send a payment confirmation to the customer.
- Receive payment confirmation: Customers will receive proof of payment as confirmation of their order.

You can view a sample as illustrated in the following image.



Q: How can I find out the Tracking number for my order?

A: We will provide the Tracking number through the communication channels that customers have used to contact us. Typically, this information will be provided starting from 6:00 PM. If customers have not received the Tracking number, they can directly inquire with our staff.

Q: What are the company's business hours?

A: The Contact Center can be reached at 02-856-1555 for inquiries, reporting product issues, or providing feedback. The operating hours are from 09:00 AM to 06:00 PM every day, Monday to Sunday.

For inquiries through the Line Official Account, Line@: @healthscape, Our staffs are available to answer questions and confirm orders from 08:30 AM to 10:00 PM every day, Monday to Sunday.

Q: How is the order billing and product delivery done?

A: We process order billing daily before 10:00 AM based on the time when customers make the payment. If customers make payment after 10:00 AM, We will arrange the product delivery for the next day.

Q: What are the delivery methods and delivery times?

A: We deliver products to customers from its warehouse with the following estimated delivery times:

- For Bangkok and its metropolitan area: Approximately 1-2 days.
- For other provinces: Approximately 2-3 days.